



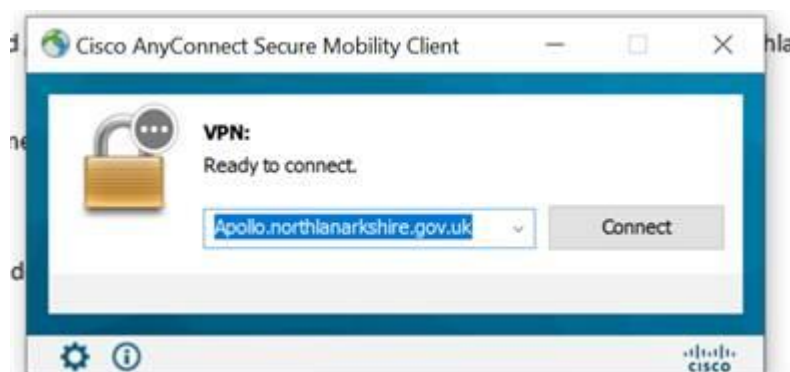
ICT – Basic Home Working Principles

Including Information Security Good Practice

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Accessing the Council Network

When accessing the Council network remotely, unless advised otherwise, please use the Apollo portal where it's available.



Check the AnyConnect login window when connecting, and if Apollo.northlanarkshire.gov.uk is visible in the drop down menu then you can log onto this profile.

Office Telephones

Unless absolutely necessary, please don't divert office phones to external numbers. Instead, leave a voice message that includes an outside or mobile telephone number. Please remove any currently unused landline numbers from email signatures, replacing them with numbers you can be contacted on.

How to clean laptops safely

- The laptop must be switched off and disconnected from the mains.
- Moisten a micro-fibre/synthetic cloth (not wet/dripping) with an appropriate anti-viral solution (70% isopropyl alcohol and 30% water is the recommended solution). Note that alcohol based wipes can be purchased, but if used, squeeze them out firmly before use to ensure they will not drip.
- Gently wipe the moistened cloth on the surfaces to be cleaned. Do not allow any moisture to drip into areas like keyboards, display panels or USB ports (moisture entering the inside of a laptop can cause extensive damage to the device).
- Ensure surfaces have completely air-dried before turning the device on after cleaning. No moisture should be visible on the surfaces of the product before it is powered on.
- If gloves are available, use these while cleaning, and throw them away afterwards.

Please note:

- No dripping wet wipes to be used.
- Don't clean display panels, keyboards or ports.
- Ensure device is completely dry before powering up.

File Security

Remember that sensitive paper documents and files must always be stored securely. This is particularly important both when working at home and before leaving offices unattended, particularly now that many are being vacated. Sensitive materials must always be kept in a locked repository when not in active use.

Device Security

- Do not leave Council work devices unattended in public places.
- Lock your device before leaving it unattended.
- Do not leave work devices in your car overnight – take it into your house.
- It is vital that your password is kept up to date. If you can, change your password before it expires. Passwords can be changed by pressing Ctrl/ Alt/ Delete and choosing the 'Change the Password' option. Make sure you are connected to the Council network when you change your password.
- Log off the Council network when you no longer require access e.g. when you finish for the day.
- Do not use USB memory sticks or attach USB devices to your laptop (e.g. phones and cameras) unless you been given permission to do so. On no account must personal devices and memory sticks be attached.

Email

- Never use personal email accounts to send or receive emails for work purposes.
- Take particular care to ensure email recipients are correctly identified and correct email addresses are used.
- If using user group emails ensure it is the correct user group and correct email address.
- Double check any attachments to ensure they are correct by opening them once attached to the email and before sending the email.
- Ensure that you know how to immediately recall any email sent to the wrong recipient – it may not always be possible to recall an email sent in error to email addresses external to the Council but you should attempt to do so.

Generic Mailboxes

Remember to regularly check any generic mailboxes managed by your team (for example, servicename@northlan.gov.uk), and periodically delete unnecessary emails.